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File: USPT

Aug 12, 2003

DOCUMENT-IDENTIFIER: US 6606744 B1

**** See image for Certificate of Correction ****

TITLE: Providing collaborative installation management in a network-based supply chain environment

Detailed Description Text (559):

Still yet another system is adapted for automatically dispensing information, goods and services to a customer on a self-service basis including a central data processing center in which information on services offered is stored. Self-service information sales terminals are remotely linked on-line to the central data processing center and are programmed to gather information from prospective customers on goods and services desired, to transmit to customers information on the desired goods or services from the central data processing center, to take orders for goods or services from customers and transmit them for processing to the central data processing center, to accept payment, and to deliver goods or services in the form of documents to the customer when orders are completed. The central data processing center is also remotely linked to institutions, such as insurance companies, serviced by the system to keep the institution updated on completed sales of services offered by that institution. As noted, the terminals in this system are on-line with the central data processing center.

Detailed Description Text (963):

WEB BASED SELF-SUPPORT/KNOWLEDGE SEARCH/DIAGNOSTICS SEARCH Accepts queries in natural language format Responds with additional questions to facilitate issue resolution Provides solutions over several mediums (e.g. links to web pages, graphics, illustrations, software updates, etc.) Offers an online technical library for quick troubleshooting Provides downloads of software fixes/updates Refers users to create service cases for unresolved issues

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